

## **AMENDMENTS TO THE CLAIMS**

Pursuant to 37 C.F.R. § 1.121 the following listing of claims will replace all prior versions, and listings, of claims in the application.

1. (Currently Amended) An appliance information transmitting/receiving method for handling information regarding an appliance transmitted/received between said appliance and a displaying ~~means~~ unit of a customer and a server of a provider through a network, comprising:

~~a first step at which said server receives receiving, at the server, identifier information specifying said appliance from said appliance through said network, wherein the identifier information specifies the appliance;~~

~~a second step at which when sending, to the displaying unit after said server receives said identifier information, a menu of provider responses is sent to said displaying means through said network;~~

~~a third step at which said server receiving, receives from said displaying means unit through said network, item information which said customer selected from said menu which is displayed by on said displaying means unit; and~~

~~a fourth step at which when said server receives said item information selected by said customer, processing, at the server, corresponding to said selected item information is performed;~~

~~at said first step, wherein the receiving said identifier information step further comprises which is received is sent sending the identifier information by a telecommunications means unit, connected to said network and disposed in said appliance, in response to a send instruction for said identifier information[;], and wherein the sending a menu at said second~~

step[,] sends a said menu which is sent that is structured to have a different content in accordance with said identifier information.

2. (Currently Amended) The appliance information transmitting/receiving method as set forth in claim 1, wherein ~~at said first step~~, said send instruction for said identifier information received by said server is issued by activation of an access button disposed on said appliance ~~is pressed~~.

3. (Currently Amended) The appliance information transmitting/receiving method as set forth in claim 1, wherein ~~at said first step~~, said send instruction for said identifier information is issued by said appliance specified by said identifier information ~~which is sent that~~ is selected from an appliance list which is displayed by said displaying ~~means~~ unit.

4. (Currently Amended) The appliance information transmitting/receiving method as set forth in claim 1, wherein ~~at said first step~~, said server receives information expressing the state of said appliance specified by said identifier information together with said identifier information from said appliance through said network, and further wherein said identifier information ~~which is received~~ and said information expressing the state of said appliance is information ~~which that~~ is sent through said network by said telecommunications ~~means~~ unit disposed to said appliance.

5. (Currently Amended) The appliance information transmitting/receiving method as set forth in claim 1, wherein ~~said fourth step includes the processing step further comprises the steps of:~~

~~a step at which if said item information received from said displaying means is regarding an item to request repair work, when said appliance is to be collected and repaired, said server sends sending, from the server, a menu of collecting methods to said displaying means unit through said network; and~~

~~a step at which said server receives receiving, at the server from said displaying means unit, through said network information regarding a collecting method selected by said customer from said menu of collecting methods displayed by said displaying means unit.~~

6. (Currently Amended) The appliance information transmitting/receiving method as set forth in claim 1, wherein ~~said fourth step includes the processing step further comprises the steps of:~~

~~receiving, at the server, a step at which if said item information received from said displaying means is regarding an item to request repair work, when it is determined that said appliance is to be collected and repaired and said appliance is to be delivered to said provider via a third party, said server receives said identifier information regarding said appliance from a third party terminal through said network when the appliance is to be collected and repaired by delivery to the provider by the third party; and~~

~~sending, from the server, to the third party a step at which when said server receives said identifier information from said third party terminal, information regarding a~~

~~delivery destination of said appliance when the server receives the identifier information from the third party is sent from said server to said third party terminal through said network; and~~

~~wherein~~ said information regarding said delivery destination of said appliance is in accordance with said identifier information received from said third party terminal.

7. (Currently Amended) The appliance information transmitting/receiving method as set forth in claim 1, wherein ~~said first the receiving identifier information step further includes [a] step at which sending registration information to the displaying unit when said identifier information received from said appliance is unregistered, information necessary for registration is sent to said displaying means from said server through said network.~~

8. (Currently Amended) The appliance information transmitting/receiving method as set forth in claim 1, wherein ~~at said second step,~~ said menu sent to said displaying ~~means unit~~ includes at least one of a telephone response request, a repair request, an operation method description request and an another menu display request.

9. (Currently Amended) The appliance information transmitting/receiving method as set forth in claim 1, wherein a plurality of said appliances are disposed and connected to a LAN, and said telecommunications ~~means unit~~ of any one of said plurality of appliances is connected to said network.

10. (Currently Amended) An appliance information transmitting/receiving system for handling information regarding an appliance transmitted/received between said appliance and

a displaying means unit of a customer and a server of a provider through a network, wherein said appliance ~~comprises~~ comprising:

a telecommunications means unit which sends identifier information to said server through said network to which said telecommunications means is connected[,];

wherein when said telecommunications means unit receives a send instruction for said identifier information specifying said appliance, and when said server receives said identifier information, said server structures a menu of provider responses into a different content in accordance with said identifier information and sends said menu to said displaying means unit through said network[,];

wherein and when said server receives item information which is selected by said customer from said menu displayed by said displaying means unit, said server performs processing corresponding to said item information.

11. (Currently Amended) An appliance information transmitting/receiving system comprising:

an appliance of a customer installed indoors including a telecommunications unit connected to a network; and

a displaying means unit of said customer installed indoors[,];

wherein said appliance ~~comprises~~ telecommunications means unit which sends identifier information to a server of a provider through [a] ~~the network to which said telecommunications means is connected,~~ when said telecommunications means unit receives a send instruction for said identifier information specifying said appliance[,];

wherein said displaying means unit receives from said server through said network and displays a menu of provider responses, received from the server through the network, wherein the menu of provider responses which is in accordance with said identifier information, and receives from said server and displays information corresponding to item information selected by said customer from said menu which is displayed, and wherein said menu received by said displaying means unit is structured to have a different content in accordance with said identifier information.

12. (Currently Amended) An appliance information transmitting/receiving system, comprising:

a displaying unit and a telecommunication unit disposed within an appliance of a customer, wherein the displaying unit and the telecommunication unit are connected to a network;

a server of a provider for handling information regarding ~~an~~ the appliance of a customer through [a] the network; and

a customer information database which manages customer information[,];

wherein said server receives identifier information specifying said appliance from said appliance through said network, ~~when said server receives said identifier information, said server and~~ sends a menu of provider responses to the displaying means unit of said customer through said network, and said server receives from said displaying means unit through said network item information selected by said customer from said menu which is displayed by said displaying means unit[,];

wherein, when said server receives said item information selected by said customer, said server performs processing corresponding to said item information, and said identifier information ~~which is received~~ is information which is sent from the telecommunications ~~means~~ unit disposed to ~~said appliance through said network~~ in accordance with a send instruction for said identifier information[,];

wherein said menu ~~which is sent~~ is structured to have a different content in accordance with said identifier information, and during said processing corresponding to said item information, said customer information database is used in accordance with said item information.

13. (Currently Amended) The appliance information transmitting/receiving system as set forth in claim 11, wherein said send instruction for said identifier information is issued by activation of an access button disposed on said appliance is pressed.

14. (Currently Amended) The appliance information transmitting/receiving system as set forth in claim 11, wherein said send instruction for said identifier information is issued by said appliance specified by said identifier information which ~~is sent~~ is selected from an appliance list which is displayed by said displaying ~~means~~ unit.

15. (Currently Amended) The appliance information transmitting/receiving system as set forth in claim 11, wherein said appliance and said displaying ~~means~~ unit are structured integral with each other.

16. (Currently Amended) The appliance information transmitting/receiving system as set forth in claim 11, wherein said telecommunications means unit sends information expressing the state of said appliance specified by said identifier information together with said identifier information to said server through said network.

17. (Currently Amended) The appliance information transmitting/receiving system as set forth in claim 12, wherein if said item information received from said displaying means unit is regarding an item to request repair work, when said appliance is to be collected and repaired, said server sends a menu of collecting methods to said displaying means unit through said network and receives from said displaying means unit ~~through said network~~ information regarding a collecting method selected by said customer.

18. (Currently Amended) The appliance information transmitting/receiving system as set forth in claim 12, wherein if said item information received from said displaying means unit is regarding an item to request repair work, when said server determines that said appliance needs to be collected and repaired and said appliance is to be delivered to said provider via a third party, said server receives said identifier information regarding said appliance from a third party terminal through said network and accordingly sends information regarding a delivery destination of said appliance to said third party terminal through said network, and said information regarding said delivery destination of said appliance is in accordance with said identifier information received from said third party terminal.

19. (Currently Amended) The appliance information transmitting/receiving system as set forth in claim 12, wherein when said identifier information received from said appliance is unregistered, said server sends information necessary for registration to said displaying means unit from said server through said network.

20. (Currently Amended) The appliance information transmitting/receiving system as set forth in claim 12, wherein said menu of provider responses which is sent from said server to said displaying means unit includes at least one of a telephone response request, a repair request, an operation method description request, and ~~an~~ another menu display request.

21. (Currently Amended) The appliance information transmitting/receiving system as set forth in claim 11, wherein a plurality of said appliances are disposed and connected to a LAN, and said telecommunications means unit of any one of said appliances is connected to said network.